



Sanjeev Sabhlok <sabhlok@gmail.com>

RE: Email to the ABC - Reference Number C8467-21

resolve@abc.net.au <resolve@abc.net.au>
To: sabhlok@gmail.com

23 April 2021 at 22:04

THIS IS AN AUTOMATICALLY GENERATED EMAIL. PLEASE DO NOT RESPOND.

Thank you for contacting the Australian Broadcasting Corporation (ABC).

Your complaint has been received by ABC Audience Support and allocated the reference number C8467-21.

PLEASE READ THE FOLLOWING INFORMATION CAREFULLY.

If your complaint does not relate to our services, we are not able to provide a response.

If your complaint is about a matter of personal taste or preference, your concerns will be noted and made available to the relevant area. We might also ask the appropriate manager to provide you with a response.

If your complaint relates to the editorial standards as set out in the [ABC Editorial Policies](#), the [Associated Standard on TV Program Classification](#) or [Code of Practice](#) it will be assessed by Audience & Consumer Affairs to determine if it should be investigated or dealt with in some other appropriate way. Audience & Consumer Affairs is independent of program making divisions within the ABC.

Where a response is to be provided, the ABC endeavours to respond within 30 days of receipt. However, please be aware that due to the large volume of correspondence we receive, and the complex nature of some matters, responses may at times take longer than this.

You should also be aware that as a statutory corporation that relies on public funds, the ABC must aim to ensure that the time and resources used in dealing with audience complaints are proportionate in the circumstances. The ABC applies a common-sense approach which takes action when warranted, engages where there is value in doing so, and notes criticisms of our performance when there is nothing more of substance we can offer. In some cases, proportionate handling will mean you receive no more than this automated acknowledgement that your message has been received.

The ABC's [complaints process](#) is outlined in detail on our website.

Should you wish to contact us again about this matter please use the relevant [form](#) on our website.

Thank you for taking the time to contact us, and for your interest in the ABC.

ABC Audience Support